

Glossary

VT100 Gateway terms

This section lists brief definitions of the terms appearing in this guide.

Application

With respect to IVR, an application is a program that controls the activity on one or more telephone trunks connected to an AP. With respect to a host computer, it can be any type of program that carries out a task.

Application developer

A person who creates IVR applications.

Application processor

A computer or workstation running IVR.

Asynchronous transmission

Data transmission mode where each character is transmitted independently by using a start bit and stop bit to frame the bits representing the character.

Branch

A pathway between cells in a IVR application.

Call flow

A diagram of a IVR application.

Caller

A person whose phone call is received or originated by a IVR application.

Cell

The basic element of a IVR application. Each cell performs an action – like playing a prompt to a caller. After the cell performs its action, it determines which branch the application should follow to the next cell.

Channel

A telephone trunk within a cluster of APs.

COMA Cell

IVR cell that cancels a transaction in a VT100 terminal session. It does not terminate the session itself.

COMI Cell

IVR cell that sends input to a VT100 terminal session via the TRS process.

COMO Cell

IVR cell that receives output from a VT100 terminal session via the TRS process. Always follows the COMI cell and is necessary for the completion of any transaction initiated by COMI.

Emulation

Imitating a computer or computer system with a combination of hardware and software. Allows programs written for one computer to be run on another.

Host Computer

A networked computer that provides applications and services to other networked computers. The VT100 Gateway product sends information to and receives information from the host computer via the TRS.

Prompt

A voice recording that helps lead a caller through a IVR application.

Session

A connection to a host computer as defined in the trs.conf and vt100.ctl files, representing a terminal connection. See Chapter 3 for information on the trs.conf and vt100.ctl files.

System administrator

A person responsible for configuring APs, installing and running IVR applications, managing prompts, and running reports.

Template files

ASCII files used by the TRS process to manage the VT100 terminal session. Chapter 2 describes template files in detail.

Transaction

The function performed by a set of action and screen template files when executed by the TRS.

TRS

Terminal Resource Server. IVR process that manages the assignment of available VT100 terminal resources on the application processor. Moves data between IVR and a host application.

VT100 terminal

Terminal type emulated by the VT100 Gateway product.

Meridian IVR

VT100 Gateway Development Guide

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